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Amir J. Goldstein, Esq. (CA Bar No. 255620) Attorney for Plaintiff 5455 Wilshire Boulevard, Suite 1812 Los Angeles, CA 90036 Tel 323.937.0400 Fax 866.288.9194 ajg@consumercounselgroup.com

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CLERK U.S. DISTRICT COURT CENTRAL DIST, OF CALIF, LOS ANGELES

BY____

UNITED STATES DISTRICT COURT

CENTRAL DISTRICT OF CALIFORNIA

BEATRIZ UMANZOR,) CASE NC V 12 - 479
Plaintiff,	
V.)) COMPLAINT FOR DAMAGES
EMPIRE COLLECTION AUTHORITIES, INC. and DOES 1 through 10, inclusive,	
Defendant.	

Plaintiff, by and through her attorney, Amir J. Goldstein, Esq., as and for her complaint against the Defendant EMPIRE COLLECTION AUTHORITIES, INC alleges as follows:

INTRODUCTION

This is an action for damages brought by an individual consumer for Defendant's
violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA")
which prohibits debt collectors from engaging in abusive, deceptive and unfair practices
and the Telephone Consumer Protection Act of 1991, 47 U.S.C. §227 et seq. ("TCPA").

PARTIES

Plaintiff is a natural person residing in Los Angeles County, California.

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 Upon information and belief, Defendant Empire Collection Authorities, Inc. is a debt collector as defined pursuant to 15 U.S.C. § 1692a (6) with its principal place of business in Monsey, NY.

JURISDICTION

4. This Court has jurisdiction pursuant to 15 U.S.C. § 1692k (FDCPA) and 28 U.S.C. § 1331 and venue is proper in this district pursuant to 28 U.S.C. § 1391 et seq., as the Defendant conducts business, the nature of which subjects the corporation to jurisdiction in this district and the transactions that give rise to this action occurred, in substantial part, in this district.

AS AND FOR A FIRST CAUSE OF ACTION

- 5. Plaintiff realleges paragraphs 1 through 4 as if fully restated herein.
- That a personal debt was allegedly incurred by the Plaintiff from one North Atlantic Magazine.
- That at a time unknown to the Plaintiff herein, the aforementioned debt was referred and/or assigned to the Defendant for collection.
- That on or about March 2012 through on or about April 2012, Plaintiff received several
 unauthorized phone calls to her cellular phone from Defendant in an attempt to collect the
 aforementioned debt.
- That on or about March 27, 2012, Defendant's agent, one "Gary Allen from ECA" contacted Plaintiff on her cellular phone in an attempt to collect a debt.
- 10. That in said communication, Defendant's agent informed Plaintiff that she owed "\$1146.00 plus legal fees." (emphasis added)

- 11. That on or about March 28, 2012, Defendant called Plaintiff on her cellular phone from a phone number which came up as "unavailable" on the caller ID and left Plaintiff a voice message in an attempt to collect the aforementioned debt.
- 12. That in said voice message, Defendant's agent stated in pertinent part,

"Beatriz, this is Gary Allen at ECA. I need to speak with you or your attorney before the end of my business day. If I don't hear from you, I will proceed according to state federal law and will explore all avenues on collecting this debt." (emphasis added)

- 13. That on or about March 28, 2012 at approximately 12:01 P.M., Defendant's agent spoke with Plaintiff and informed her that Gary Allen's department sent Plaintiff's file to its "legal department."
- 14. That during said communication, Defendant's agent told Plaintiff that the debt in question was for "\$1146.00 plus legal fees" and could be paid off in three monthly payments of \$382.00 each.
- 15. That Defendant's agent, in an attempt to pressure and coerce payment from Plaintiff, deceptively informed her that she had until March 31, 2012 to make the first payment, which was approximately <u>four</u> days later.
- 16. That on or about March 28, 2012 at approximately 12:39 PM, shortly after Plaintiff's phone conversation with Defendant's agent, Mr. Allen called Plaintiff's cellular phone in an attempt to collect a debt.
- 17. That contrary to the previous conversation Plaintiff had with Defendant's agent, Mr.
 Allen informed Plaintiff that the aforementioned debt could be settled with a one-time payment of \$700.00.
- 18. That Mr. Allen asked Plaintiff for her "attorney's information."
- 19. That on or about March 28, 2012 at approximately 12:45 PM, Defendant called Plaintiff's cellular phone number from (360) 612-0008, a phone number belonging to Defendant, but no voicemail message was left.

- 20. That on or about March 28, 2012 at approximately 3:26 PM, Defendant called Plaintiff's cellular phone from a phone number which came up as "unavailable" on the caller ID in an attempt to collect a debt.
- 21. That on or about March 28, 2012 at approximately 4:31 PM, Defendant called Plaintiff's cellular phone number from (360) 612-0008, a phone number belonging to Defendant, but no voicemail message was left.
- 22. That on or about March 29, 2012 Defendant called Plaintiff's cellular phone number from (360) 612-0008, a phone number belonging to Defendant, and left the following voice message:

"Beatriz, this is Gary...I haven't heard anything back from you...I need to know if you want me to go ahead and proceed or file the proper paperwork, or what you want me to do here. My number is (360) 612-0008." (emphasis added)

23. That on or about April 2, 2012 Defendant called Plaintiff's cellular phone number from a phone number which came up as "unavailable" on the caller ID and left the following voice message:

"Beatriz, this is Gary Allen at ECA and I need to speak to you or your attorney. My number here is (360) 612-0008." (emphasis added)

- 24. That on or about April 2012, Defendant continued to harass and abuse Plaintiff on several occasions by calling her cellular phone from (360) 612-0008, a phone number belonging to Defendant, but left no other voice messages.
- 25. That on or about April 2012, Defendant called Plaintiff's cellular phone number and left the following voice message:

"Beatriz, this is Gary Allen at ECA. I've called...I've written letters...I feel like you're avoiding me...umm, which obviously isn't a good idea. I can't help you unless you pick up the phone. Anyway, my number here is 360-612-0008 and I need to speak to either you or your attorney immediately." (emphasis added)

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26. That on or about April 2012, Defendant called Plaintiff's cellular phone number and left the following voice message:

"Beatriz, this is Gary Allen calling you again from Empire Collection Authorities and I need to speak to you or your attorney immediately. My number here is (360) 612-0008."

27. That on or about April 2012, Defendant called Plaintiff's cellular phone number from an "unavailable" phone number and left the following voice message:

"Yes this is Gary Allen, calling on behalf of the legal department of E.C. Authorities. I need to speak with you or your attorney before the end of my business day today. My number is 360-612-0008." (emphasis added)

- 28. That on or about March 2012 through April 2012, Defendant called Plaintiff's cellular phone several times where the Defendant's agent, Gary Allen, failed to disclose that the phone call was from a debt collector and instructed the Plaintiff to call (360) 612-0008, a number belonging to Defendant.
- 29. That amidst other recorded messages that Defendant left, Defendant left deceptive messages which lacked disclosures creating a false impression that the phone call was not an attempt to collect a debt and did not originate from the Defendant.
- 30. That the Defendant's communications contain language demonstrating false statements and deceptive representations, and misleading and overshadowing language which contradicts the consumer's rights and are intended to circumvent the law, while compelling payment by means of duress and coercion.
- 31. That although Defendant placed several phone calls to Plaintiff's cellular phone from (360) 612-0008, a phone number belonging to Defendant, Defendant also placed several phone calls to Plaintiff's cellular phone from a phone number which came up as "unavailable" on the caller ID, creating a false impression that the phone call was not an attempt to collect a debt and did not originate from the Defendant.

- 32. That said message left by Defendant deceptively varies and changes in form and substance so that the Plaintiff is unable to determine the callers' identity, so that continuous and repetitive calls could be placed, appearing to be from different parties.
- 33. That Defendant, in an attempt to collect a debt, engages in a pattern or practice of making representations which are false, harassing, confusing, misleading, deceptive and/or unfair.
- 34. That as a result of Defendant's conduct, Plaintiff suffered actual damages, including, but not limited to: extreme embarrassment, humiliation, shame, high blood pressure, stress, anxiety, aggravation and sleepless nights.
- 35. That Defendant's conduct violates 15 U.S.C. 1692 et seq., including but not limited to subsections (d), (e), (f) and (g) in that the communications to the Plaintiff by the Defendant were deceptive, misleading and done in furtherance of harassing the Plaintiff to coerce payment of a disputed debt, under duress and harassment. More specifically:
 - Defendant has violated 1692d(5) by causing the Plaintiff's phone to ring repeatedly and continuously with intent to annoy, abuse or harass the Plaintiff at the called number;
 - Defendant has violated 1692d(6) by placing several phone calls to Plaintiff without giving meaningful disclosure of the caller's identity;
 - Defendant has violated 1692e(2) by falsely representing the character, amount, or legal status of the alleged debt;
 - Defendant has violated 1692e(5) by threatening to take imminent legal action that cannot be legally taken or is not intended to be taken;
 - Defendant has violated 1692e(10) by using false representations and/or deceptive means in an attempt to collect the alleged debt;
 - f. Defendant has violated 1692e(11) by failing to disclose in communications that the communication is from a debt collector;
 - g. Defendant has violated 1692f by using unfair or unconscionable means to collect the alleged debt;

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- h. Defendant has violated 1692g by using misleading and overshadowing language in an attempt to collect the alleged debt.
- 36. That as per 15 U.S.C. § 1692 et seq. and as a result of the above violation, Defendant is liable to the Plaintiff for statutory damages in an amount to be determined at the time of trial but not less that \$1,000.00 per violation, plus actual damages and treble damages, costs and attorney's fees.

AS AND FOR A SECOND CAUSE OF ACTION

- 37. Plaintiff realleges paragraphs 1 through 36 as if fully restated herein.
- 38. The Rosenthal Fair Debt Collection Practices Act (Rosenthal Act), California Civil Code § 1788, et seq., prohibits unfair and deceptive acts and practices in the collection of consumer debts.
- 39. By its acts and practices as hereinabove described, the Defendant has violated the Rosenthal Act as follows, without limitation:
 - a. By placing telephone calls without disclosure of the caller's identity, Defendant has violated §1788.11(b);
 - b. By causing a telephone to ring repeatedly or continuously to annoy the person called and by communicating, by telephone or in person, with the debtor with such frequency as to be unreasonable and to constitute an harassment to the debtor under the circumstances, Defendant has violated §§ 1788.11(d) & (e);
 - c. In failing to inform consumers its true identity, Defendant has violated §1788.13(a), which prohibits communications with the debtor other than in the name of the debt collector or the person on whose behalf the debt collector is acting and §1788.13(i), which prohibits the false representation of the true nature of the business or services being rendered by the debt collector;
 - d. By making the false representation that the consumer debt may be increased by the addition of attorney's fees, investigation fees, service fees, finance charges, or

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- other charges if, in fact, such fees or charges may not legally be added to the existing obligation, Defendant has violated §1788.13(e);
- e. By making the false representation that a legal proceeding has been, is about to be, or will be instituted unless payment of a consumer debt is made, Defendant has violated §1788.13(j);
- f. By failing to include certain debt collection notices and disclosures required by law.
- 40. Pursuant to § 1788.30 of the Rosenthal Act, Plaintiff is entitled to recover her actual damages sustained as a result of the Defendant' violations of the Rosenthal Act. Such damages include, without limitation, statutory damages, any actual damages sustained, other resulting monetary losses and damages, and emotional distress suffered by Plaintiff, which damages are in an amount to be proven at trial.
- 41. In addition, because the Defendant's violations of the Rosenthal Act were committed willingly and knowingly, Plaintiff is entitled to recover, in addition to her actual damages, penalties of at least \$1,000 per violation as provided for in the Act.
- 42. Pursuant to § 1788.30(c) Rosenthal Act, Plaintiff is entitled to recover all attorneys' fees, costs and expenses incurred in the bringing of this action.

AS AND FOR A THIRD CAUSE OF ACTION

- 43. Plaintiff realleges paragraphs 1 through 42 as if fully restated herein.
- 44. That Defendant made several dunning telephone calls to Plaintiff's cellular phone using an automated telephone dialing system and/or a pre-recorded or artificial voice.
- 45. That Plaintiff did not expressly consent to Defendant's placement of telephone calls to Plaintiff's cellular telephone by the use of an automatic telephone dialing system or a prerecorded or artificial voice prior to Defendant's placement of the calls.
- 46. That none of Defendant's telephone calls placed to Plaintiff's cellular phone were for "emergency purposes" as specified in 47 U.S.C. §227(b)(1)(A).
- 47. That Plaintiff was charged for the phone calls made by Defendant to her cellular phone.

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- 48. That Defendant willfully or knowingly violated the TCPA, by placing non-emergency telephone calls to Plaintiff's cellular telephone using an automatic telephone dialing system or pre-recorded or artificial voice without Plaintiff's prior express consent in violation of 47 U.S.C. §227(b)(1)(A)(iii).
- 49. That as a result of Defendant's violations of the TCPA, Plaintiff suffered stress, aggravation and emotional distress.
- 50. That as a result of Defendant's violations of the TCPA, Plaintiff is entitled to \$500.00 for each artificial and/or prerecorded telephone call pursuant to 47 U.S.C. §227(b)(3)(B).
- That as a result of Defendant's violations of the TCPA, Plaintiff is entitled to a maximum of treble damages pursuant to 47 U.S.C. §227(b)(3).
- 52. That as per 47 U.S.C. §227 et seq. and as a result of the above violations, the Defendant is liable to the Plaintiff for actual damages and statutory damages in an amount to be determined at the time of trial.

WHEREFORE, Plaintiff respectfully prays that judgment be entered against Defendant in the amount of:

- (a) Statutory damages and actual damages pursuant to 15 U.S.C. § 1692k in an amount to be determined at the time of trial on behalf of the class on the first cause of action.
- (b) Statutory damages and actual damages pursuant to Civil Code §1788.30 et seq., as to the second cause of action.
- (c) Statutory damages and actual damages pursuant to 47 U.S.C. §227 in an amount to be determined at the time of trial on the third cause of action.
- (d) Costs and reasonable attorney's fees pursuant to 15 U.S.C. § 1692k and CA Civil Code §1788.30, et seq.
 - (e) For such other and further relief as may be just and proper.
 - (f) Plaintiff requests trial by jury on all issues so triable.

Dated: May 23, 2012

Amir J. Goldstein, Esq. Attorney for Plaintiff

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Los Angeles, CA 90036

Tel 323.937.0400 Fax 866.288.9194

Amir J. Goldstein, Esq. 5455 Wilshire Boulevard, Suite 1812	
Los Angeles, CA 90036	
UNITED STATES I CENTRAL DISTRIC	T OF CALIFORNIA
BEATRIZ UMANZOR,	CASE NUMBER
PLAINTIFF(S)	CV12-4792-E
EMPIRE COLLECTION AUTHORITIES, INC. and DOES 1 through 10, inclusive,	SUMMONS
DEFENDANT(S).	
or motion must be served on the plaintiff's attorney, Angeles CA 2000	2 of the Federal Rules of Civil Procedure.
5455 Wilshire Blvd, Suite 1812. Los Angeles, CA 9003 judgment by default will be entered against you for the your answer or motion with the court.	36 . If you fail to do so,
iudgment by default will be entered against you for the	36 . If you fail to do so,
iudgment by default will be entered against you for the	36 . If you fail to do so, relief demanded in the complaint. You also must file

SUMMONS

CV-01A (10/11

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA

I (a) PLAINTIFFS (Check box if you are representing yourself \Box) BEATRIZ UMANZOR			DEFENDANTS EMPIRE COLLECTION AUTHORITIES, INC. and DOES 1 through 10, inclusive,				
yourself, provide same.) Amir J. Goldstein, Esq.	dress and Telephone Number. If you		Attorneys (If Known)				
II. BASIS OF JURISDICTIO	N (Place an X in one box only.)	III. CITIZEN	SHIP OF PRINCIPAL PART X in one box for plaintiff and or	TES - F	or Diversity Cases (Only	
1 U.S. Government Plaintiff	3 Federal Question (U.S. Government Not a Party)		PTF	DEF	Incorporated or Pr of Business in this	rincipal Place (TF DEF
2 U.S. Government Defendar	t ☐ 4 Diversity (Indicate Citize of Parties in Item III)			□2	Incorporated and of Business in An	other State	
		Citizen or Sub	ject of a Foreign Country 3	□3	Foreign Nation		J6 D6
CLASS ACTION under E.R.(C.P. 23: Yes WNo	-	MONEY DEMANDED IN C				
VL CAUSE OF ACTION (Ci 15 USC 1692 et seq; Viol	te the U.S. Civil Statute under which ations of the Fair Debt Collection P	ch you are filing and w Practices Act (*FDCPA	rite a brief statement of cause.	Do not c	ite jurisdictional sta	stutes unless diver	sity.)
VL CAUSE OF ACTION (C)	te the U.S. Civil Statute under which ations of the Fair Debt Collection P	ch you are filing and w Practices Act ("FDCPA"	rite a brief statement of cause. ") TORTS		ite jurisdictional sta	stutes unless diver	

FOR OFFICE USE ONLY: Case Number: __ AFTER COMPLETING THE FRONT SIDE OF FORM CV-71, COMPLETE THE INFORMATION REQUESTED BELOW.

CV-71 (05/08)

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

If yes list case n	umber(s):		isly filed in this court and dismissed, remanded or closed? WNo Yes				
VIII(b). RELA	TED CASES: Have an	y cases been previo	sly filed in this court that are related to the present case? No Yes				
(Check all boxe	deemed related if a press that apply)	ise from the same of ill for determination r other reasons would volve the same pater	It the same or substantially related or similar questions of law and fact, or entail substantial duplication of labor if heard by different judges; or trademark or copyright, and one of the factors identified above in a, b or c a	lso is present.			
	CONTRACTOR OF THE PROPERTY OF	Efernia County out	de of this District; State if other than California; or Foreign Country, in which	n EACH named plaintiff resides.			
□ Check her	e if the government, its a	agencies or employe	s is a named plaintiff. If this box is checked, go to item (b). California County outside of this District, State, if ot				
County in this							
Los Angeles							
(b) List the C	ounty in this District, Ca	alifornia County out	de of this District, State if other than California; or Foreign Country, in whice is a named defendant. If this box is checked, go to item (c).	h EACH named defendant resides.			
(b) List the County in this District, California County outside of this District, California County outside outsid			California County outside of this District; State, if o	ther than California; or Foreign Country			
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Notice to or other but is us	o Counsel/Parties: The papers as required by law ed by the Clerk of the Co	c CV-71 (JS-44) Ci This form, approve ourt for the purpose	Cover Sheet and the information contained herein neither replace nor supplet by the Judicial Conference of the United States in September 1974, is require statistics, venue and initiating the civil docket sheet. (For more detailed instructions)	ment the filing and service of pleadings d pursuant to Local Rule 3-1 is not filed actions, see separate instructions sheet.)			
Key to Statist	ical codes relating to So	cial Security Cases:	AC - Aladen				
	Nature of Suit Code	Abbreviation	Substantive Statement of Cause of Action				
	861	HIA	All claims for health insurance benefits (Medicare) under Title 18, Part A, o Also, include claims by hospitals, skilled nursing facilities, etc., for certifica program. (42 U.S.C. 1935FF(b))	tion as provinces of actives mission			
	862	BL	All claims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. (30 U.S.C. 923)				
	863	DIWC	All claims filed by insured workers for disability insurance benefits under Title 2 of the Social Security Act, as amended, plus all claims filed for child's insurance benefits based on disability. (42 U.S.C. 405(g))				
	863	DIWW	All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405(g))				
	864	SSID	All claims for supplemental security income payments based upon disability filed under Title 16 of the Social Security Act, as amended.				
	865	RSI	All claims for retirement (old age) and survivors benefits under Title 2 of the U.S.C. (g))	to sucial security rici, as alterated. (42			